

WHAT IS CLAIMED IS:

1. A computer program product comprising executable program instructions that when executed by a processor provide an interaction center manager's graphical user interface on an interconnected display device, the manager's graphical user interface comprising:

5 an overview area displaying at least one user-selected statistic that relates to a user-selected group of interaction center agents being monitored; and

a detailed area displaying a list of each of the user-selected group of interaction center agents being monitored and further displaying for each of the listed agents at least one user-selected monitored statistic relating to the listed agents.

10 2. The computer program product of claim 1, wherein the user-selected statistics are associated with user-created profiles that represent different sets of statistics displayed on the graphical user interface.

15 3. The computer program product of claim 1, wherein the display in the detailed area comprises one or more of the interaction center agent's name, queues, key figures for each queue, statistical measurements and alerts.

20 4. The computer program product of claim 1, wherein the at least one user-selected statistic is selected from a group consisting of an average handling time, an average speed of answer, an abandonment rate, an average talk time, an average response time, calls per hour, calls per day, total calls by channel and total calls by state.

25 5. The computer program product of claim 1, wherein the at least one user-selected monitored statistic includes an availability state or a communication state for each of the listed agents.

30 6. The computer program product of claim 5, wherein the communicate state is selected from a group consisting of an active chat state, an active phone state, an active email state, and an active paging state.

7. The computer program product of claim 1, wherein the at least one user-selected monitored statistic includes a work schedule or a set of skills for each of the listed agents.

5 8. A method of customizing an interaction center manager's graphical user interface, the method comprising:

receiving a selection of interaction center agents to be monitored using the manager's graphical user interface;

10 receiving a selection of an overview statistic that characterizes an activity of an interaction center so that the overview statistic as applied to the selected agents to be monitored is displayed in an overview area of the graphical user interface; and

receiving a selection of a detailed statistic that characterizes an activity of an interaction center agent so that the selected detailed statistic associated with each of the selected agents is displayed in a detailed area of the graphical user interface.

15 9. The method of claim 8, wherein the display in the detailed area comprises one or more of the interaction center agent's name, queues, key figures for each queue, statistical measurements and alerts.

20 10. The method of claim 9, further comprising receiving a selection of threshold values associated with each key figure.

11. The method of claim 10, further comprising providing an alert when a key figure exceeds the selected threshold value associated with the key figure.

25 12. The method of claim 11, wherein the alert comprises a visual indication on the display.

30 13. The method of claim 8, wherein the selected overview statistic is selected from a group consisting of an average handling time, an average speed of answer, an

abandonment rate, an average talk time, an average response time, calls per hour, calls per day, total calls by channel and total calls by state.

14. The method of claim 8, wherein the selected detailed statistic associated with each of the selected agents includes an availability state or a communication state.

15. The method of claim 14, wherein the communicate state is selected from a group consisting of an active chat state, an active phone state, an active email state, and an active paging state.

16. The method of claim 8, wherein the selected detailed statistic associated with each of the selected agents includes a work schedule or a set of skills.

17. A system for providing an interaction center manager's graphical user interface on an interconnected display device, the system comprising one or more computers configured to provide:

an overview area displaying at least one user-selected statistic that relates to a user-selected group of interaction center agents being monitored; and

a detailed area displaying a list of each of the user-selected group of interaction center agents being monitored and further displaying for each of the listed agents at least one user-selected monitored statistic relating to the listed agents.

18. A system for customizing an interaction center manager's graphical user interface, the system comprising one or more computers configured to:

receive a selection of interaction center agents to be monitored using the manager's graphical user interface;

receive a selection of an overview statistic that characterizes an activity of an interaction center so that the overview statistic as applied to the selected agents is displayed in an overview area of the graphical user interface displaying at least one user-selected statistic that relates to a user-selected group of interaction center agents being monitored; and

receive a selection of a detailed statistic that characterizes an activity of an interaction center agent so that the selected detailed statistic associated with each of the selected agents is displayed in a detailed area of the graphical user interface.